

Inventory Management Practices for Essential Drugs at ABC Pharmacy Chain

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Abstract

In Ho Chi Minh City, the ABC Retail Pharmacy Chain faced increasing concerns over drug availability. Internal reports revealed chronic shortages, store closures, and rising costs due to inefficient inventory management. Seeking solutions, this study explored the connection between pharmacy practices and medication access. Examining data from April to December 2022, the study delved into three key areas: staff training and procedural adherence (pharmacy capacity), inventory control methods, and technology utilization. The findings were revealing:

- Stronger staff training, and consistent procedure adherence directly improved access to essential drugs. A well-trained pharmacy team equipped with efficient processes translates to fewer errors and better stock management.
- Enhanced inventory control practices, characterized by transparent guidelines and systematic monitoring, played a pivotal role in elevating drug availability. The importance lies in having a comprehensive understanding of the inventory and its requirements, as this knowledge is instrumental in averting both stockouts and overstocking scenarios.
- Modern inventory systems and technology adoption significantly enhanced access to essential drugs. Real-time data and automated processes simplify stock management, leading to improved availability. Statistical tests confirmed the reliability of these findings. The study further demonstrated that investing in these areas positively impacts drug availability, a testament to the power of good inventory management practices. To achieve consistent drug availability and build customer trust, the study recommends:
 - Investing in staff training and promoting adherence to best practices. A well-trained team is the foundation for smooth operations.
 - Integrating modern inventory systems and leveraging technology. Real-time data and automation are invaluable tools for optimal stock management.
 - Implementing ongoing monitoring and refinement of inventory control practices. Continuous improvement is key to maintaining efficiency and avoiding issues.

By embracing these recommendations, the ABC Pharmacy Chain can ensure consistent drug availability, safeguarding public health and building trust with its customers.

Keywords: Inventory Management, Drug Availability, Pharmacy Capacity, Technology Integration, Essential Drugs, Staff Training, Monitoring, Automation.